

# Comprehensive Healthcare Information System (CHIS)

RFP 2017-001

## Questions and Answers

#	Section	Question	Response
	Page 2	Would the Department allow encrypted PII instead of de-identified PII from Carriers?	De-identification of direct identifiers is done through encryption. There should be no ability to re-identify or unencrypt the data by the vendor or any other data user, including DHHS and NHID.
1.	Pg. 6, Schedule of Events	What is the anticipated start date?	Vendor will be expected to begin analysis and development by 3/1/17 and be able to accept data from carriers by 7/1/17
2.	Pg. 6, Section 3.2.5	In what section of the Technical Proposal should, Appendix I: Exceptions to the Terms and Conditions of Appendix H, be placed?	Please provide the completed Appendix H in Section VI
3.	Pg. 7, Section 4, Instructions	Should the Transmittal Letter be attached to both the Technical and Cost Proposals?	Yes, a Transmittal Letter should be provided in both the Technical and Cost Proposals.
4.	Pg. 13, Section 4.18 and Pgs. 15-16, Sections 4.20.10, 4.20.11 and 4.20.12	Numbering in the 4.18 section conflicts with numbering in the 4.20 sections. Is it correct that the numbering in 4.18 is correct, since the Cost Proposal described in 4.20.10 is submitted separately from the Technical Proposal?	Please use the numbering in 4.18 and 4.19 as the Technical
5.	Pg. 13, Section 4.19	Please provide a description of what topics should be addressed in Section II: Budget Narrative in the Cost Proposal.	Please describe how your costs were estimated and the need for the cost.
	Pg. 13, Section 4.19	Are there any requirements for Section II Budget Narrative of the Cost Proposal?	No
6.	Pg. 24, Appendix A, A-1, para. 2	Does the "approximately eighteen million (18,000,000) members" reflect the total member count across all years of the database and not the unduplicated individuals (members) within the database?	That number represents the total unique members throughout the past 10 years of data.
7.	Pg. 26, Appendix A, A-4.2	When will the State Project Manager be identified?	The State Project Manager will be identified during the contract process.
	Page 28 Resumes	a. Please define "Experiences narratives shall be attached to resumes." Should the resumes include brief bios?	A. Yes, a bio is an acceptable way to convey experience.

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		b. Experience – 3 references are to be provided for each employee. Can we use the same references for all employees, or do they have to be different	B. Yes, same references are acceptable.
8.	Pg. 29, Appendix C, C-1, bullet 15	What is meant by a “Public Use Query Tool?” Are you referring to the CHIS Website or NH Health Cost Website? If it is the latter, is hosting and operating the Health Cost site part of the Scope of Work?	This would be part of the CHIS website and is unrelated to HealthCostThe tool would be layered on a limited set of data elements hosted by the vendor with the ability of users to query the data in an ad hoc manner returning results for user download
9.	Pg. 30, Appendix C, C-2, Requirement Table	Under what circumstances is it appropriate for a vendor to respond with “M” throughout the table?	As referenced on page 29, C-2 Requirements, Paragraph 1: “Indicate whether the requirement is included in the Solution without modification (Y), with modification (M), or not at all (N).” Please define the required modifications in the Comment Section
	Page 36, D.8.	Can submission reminders/late notices be sent sooner than 30 days past the required date?	Clarification: D7 is the correct reference for this item. The vendor can communicate as soon as the first day that a file is late, frequent communication is encouraged. NHID can assist with the notifications if it goes past 30 days.
10.	Pgs. 30-77, Appendix C, C-2 and Topic Section	Can these sections be provided to the vendors in Word format?	The Word format can be provided through an email request to caroline.trexler@dhhs.nh.gov
	Page 47, K.3.2	Would the Department consider other data file delivery methods as mentioned on K.1.1, page 45?	Yes as long as the method is secure.
	Page 62-64 Deliverables	Can the Department provide definitions of the following deliverables: a. Is there a difference between Plan of Operation and Work Plan? b. Analysis Report c. Architecture Plan d. Software Configuration Plan e. What is the difference between System Test Plan and Test Plan?	Definitions are industry standard.

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11.	Pg. 65, Appendix D and Pg. 69, Section D2.1, Topic 13	What is the page limit for Topic 13 as there is a discrepancy? The table in Appendix D (pg. 65) states 10 pages; Topic description (pg. 69) states 6 pages.	Please limit to 10.
12.	Pg. 66-77, Section D-1	Is it sufficient to include only the topic number and heading with the response rather than the full text? If the full text is to be stated, does it count toward the page limit? The description of Topic 24 is over a page long, and the response is limited to 2 pages.	Please include the heading in the response. It will not count toward the page limit.
13.	Pg. 66-77, Section D-1	If similar response content addresses requested information in two separate Topics, is it acceptable to refer the reader to the other Topic response?	Yes referring is acceptable
14.	Pgs. 68 & 69, Topic 10 Reports and Topic 11 Ad Hoc Reports	The Topic 10 requirement asks for detailed descriptions (samples of types and reporting frequencies) of reports available to the State of NH and references Appendix C, Section C-2. Does the report availability correspond to each requirement in C-2 (beginning on pg. 30) that mentions a report? Also, the second bullet of Topic 10 asks for a description of the process for requesting and receiving ad hoc reports. How does this differ from Topic 11?	The reports in Topic 10 refer to the canned, automated reports the vendor is able to generate.  Topic 11 is different as it pertains to customized, on demand reports.
15.	Pg. 76, Topic 27	This Topic references Attachment 1 as being incorporated into the RFP. Please provide Attachment 1.	Please disregard.
	Page 83, Cost Proposal	Is there a total cost estimate for each year?	No
	Page 83, Cost Proposal	Is the vendor required to provide a 5 year budget?	Yes
	Page 86, Table F-3	What period of time should this cover?	NH state fiscal year (SFY) is July through June.
16.	Pg. 88, Appendix G-1, Security	Is the Vendor required to comment in the Proposal on any items in the Appendix G-1? If so, in what section of the Proposal should these comments be placed?	Yes, please see the many references throughout the RFP that require response as well as Section IV.
17.	Pgs. 89 & 90, Appendix G-2, Testing	Other than the scheduling assumptions used in regard to the Client resource efforts during testing, is the Vendor required to comment in the Proposal on any items in the Appendix G-2? If so, in what section of the Proposal should these comments be placed?	Yes, in section IV
18.	General	Does the State have a preference to	DHHS's intent is that the

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		licensing vs. software as a service model for this procurement?	vendor will host all data and software
19.	General – Hosting	Can the vendor use partnerships to provide Hosting Services? Or must the Vendor provide Hosting Services directly?	Yes, however all subcontractors must be approved.
20.	General – Security/Testing	Will the State allow off-shore sources for Security/Testing services or is it necessary to remain within the barriers of the United States?	<ul style="list-style-type: none"><li>• Yes off-shore security testing is okay.</li><li>• Production data (real data) should never be used for any testing including security testing, especially off-shore.</li><li>• Penetration testing cannot originate off-shore (DoIT requirement).</li><li>• Data may not be hosted off-shore.</li></ul>